

**OFFICE OF THE  
DIRECTOR GENERAL OF POLICE,  
HIMACHAL PRADESH, POLICE HEADQUARTERS,  
SHIMLA-171002.**

To

The Pr. Secretary (AR) to the  
Government of Himachal Pradesh,  
Shimla-171002.

No. PPIM-(1)-PPIM-information/2017-

Dated:

Subject: **Regarding Right to Public Service Guarantee Act, 2011.**

Sir,

Kindly refer to notification No. Home (A)A(3)-2/2010 dated 29.02.2012, on the subject cited above.

2. In this regard, it is stated that in the aforesaid order to implement and generate awareness among general public regarding Right to Public Service Guarantee Act, the Notice Boards have already been displayed in conspicuous places in the office of Distt. SsP & SDPOs, and all Police Stations & PPs in HP. Besides this, the information has also been exhibited by the concerned districts on the official web site. The quarter wise implementation report on the prescribed proforma "A & B" is being enclosed herewith for further necessary action please.

Yours faithfully,

(Mohit Chawla) IPS  
SP (L&O)- cum-Nodal Officer  
for Director General of Police,  
Himachal Pradesh, Shimla-2.

Endst. No. PPIM-(1)-1-PSGA-Information/2017- **24054-56** Dated:- **29-08-2018**

Copy alongwith proforma "A&B" is forwarded for information to:-

1. The Pr. Secretary (Home) to the Govt. of HP, Shimla-2.
2. The Joint Secretary (Home-G) to the Govt. of HP, Shimla-2.
- ✓ 3. Incharge, SCRB, HP Shimla-2. He is requested to upload the aforeside report on the HP Police Citizen portal.

for Director General of Police,  
Himachal Pradesh, Shimla.

Sr. No.	Supply of information	Whether what action taken of 1 <sup>st</sup> Qtr. (w.e.f. 01.04.2018 to 30.06.2018)
1	Whether such information was displayed on the notice board or exhibit on official website of the office?	Yes, the information is displayed on the notice board of visitor's room of all district Headquarters for the information of public. However orders are being issued to all the field offices to display the same on the notice board of the entry points of the offices by the Distt. SsP concerned. The information has also been exhibited by the concerned district on the official website.
2	Whether salient feature of the each service have been displayed at all places/entry points likely to be visited by the service seekers.	Notice boards have been displayed at all Police Stations in HP.
3	As per the rule 10 of HPPSG Rules 2011 the designated officer and first and second appellate authorities shall maintain the records of application received and the appeal filed in registers maintained in Form-III, IV and V.	Yes (All services which have been provided to general public are maintained in separate registers.)
4	Whether such record was maintained in the prescribed proformas given in HPPSG Rules. 2011 if yes, copy of the same may be supplied or if no, reasons thereof may be stated.	Yes
5	Whether any application received for any services from any person in prescribed proforma and rejected under Sub-section (2) of Section 5 or not provided the services within stipulated period and files an appeal to the first appellate authority within thirty days from the date of rejection of application or the expiry of the stipulated time limit.	No such appeal received in all the district SsP till date.
6	Whether any responsibility was fixed on the designated officer by the second appellate authorities on any appeal proceedings to prove that denial of a request was justified but the designated officer was failed to provide the services within stipulated time limit.	Yes (All services is being provided in stipulated time limit and no appeal has been filed.)
7	Whether the monitoring in respect of notified services is being done.	Yes, monitoring in respect of notified services is being done by all the districts.
8	Whether any steps have been taken regarding RPSG Act to raise public awareness among the masses through news papers, media and other resources or any seminar was held under PSG Act.	Yes (General Public is being sensitized about RPSG Act through Community Policing Schemes.)

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**Information in respect of PSG Act w.e.f. 01.04.2018 to 30.06.2018.**

**Proforma-B**

**Supply of copy of FIR: (Time limit for service: Immediately after registration of FIR)**

Name of Distt.	Total No. of FIR registered during the quarter.	No. of copy FIR supplied to the applicant within prescribed period during the quarter.	No. of copy FIR supplied to the applicant after prescribed period during the quarter.	Copy of FIRs to be supplied.	Reason for pendency.
SML	716	716	-	-	Copy of FIR is being Provided to the Complaint free of cost.
SLN	304	250	54 Cases in which police is complaint	-	
SMR	334	243	91	-	
KNR	69	69	-	-	
BADDI	206	173	33 FIR's Police itself is complaint	-	
BPR	411	411	-	-	
HMR	272	272	-	-	
MDI	728	671	57 FIR' have been registered	-	
KULLU	288	288	-	-	
L&S	54	54	-	-	
KGR	1905	1905	-	-	
CBA	268	171	68	29	
UNA	425	425	-	-	
R&T	01	01	-	-	
<b>Total</b>	<b>5981</b>	<b>5649</b>	<b>303</b>	<b>29</b>	

**Passport Verification (Regular): (Time limit for service: 15 days after receipt of application in PS)**

Name of Distt.	No. of Passport verification pending at the end of previous quarter.	No. of Passport Verification received during the quarter.	Total No. of passport verifications.	No. of passport verification disposal off within stipulated period during the quarter	No. of passport verification disposal off after stipulated period.	No. of passport verification pending for disposal during the quarter.	Reason for pendency.
SML	74	639	713	405	205	103	Pending due to recently received.
SLN	-	942	942	896	-	46	
SMR	35	676	711	652	-	59	
KNR	12	65	77	70	-	07	
BADDI	78	575	653	507	87	59	
BPR	50	743	793	714	-	79	
HMR	42	1672	1714	1668	-	46	
MDI	174	2250	2424	2084	90	250	
KULLU	-	518	518	512	-	06	
L&S	07	35	42	16	20	06	
KGR	253	4160	4413	3555	530	328	
CBA	07	422	429	281	117	31	
UNA	36	2476	2512	2384	-	128	
<b>TOTAL</b>	<b>768</b>	<b>15173</b>	<b>15941</b>	<b>13744</b>	<b>1049</b>	<b>1148</b>	

**Passport Verification (Tatkaal): (Time limit for service: 7 days after receipt of application in SP Office)**

Name of Distt.	No. of Passport verification pending at the end of previous quarter.	No. of Passport Verification received during the quarter.	Total No. of passport verifications.	No. of passport verification disposal off within stipulated period during the quarter.	No. of passport verification disposal off after stipulated period	No. of passport verification pending for disposal during the quarter.	Reason for pendency.
SML	-	406	406	406	-	-	
SLN	-	16	16	16	-	-	
SMR	-	-	-	-	-	-	
KNR	-	-	-	-	-	-	
BADDI	-	-	-	-	-	-	
BPR	-	07	07	07	-	-	
HMR	-	-	-	-	-	-	
MDI	-	-	-	-	-	-	
KULLU	-	-	-	-	-	-	
L&S	-	-	-	-	-	-	
KGR	-	-	-	-	-	-	
CBA	-	-	-	-	-	-	
UNA	-	-	-	-	-	-	
<b>TOTAL</b>	<b>-</b>	<b>429</b>	<b>429</b>	<b>429</b>	<b>-</b>	<b>-</b>	

**Verification of character and antecedents when requested for by the employer/ organization:  
(Time limit for service: 15 days)**

Name of Distt.	No. of service verification pending at the end of previous quarter.	No. of service verification received during the quarter.	Total No. of service verifications.	No. of service verification disposed off within stipulated period during the quarter.	No. of service verification disposed off after stipulated period.	No. of service verification pending for disposal during the quarter.	Reason for pendency.
SML	175	1565	1740	1036	477	227	Pending due to received end of the month.
SLN	35	208	243	232	-	11	
SMR	99	268	367	345	-	22	
KNR	03	48	51	49	-	02	
BADDI	16	91	107	67	29	11	
BPR	34	136	170	153	-	17	
HMR	34	515	549	518	-	31	
MDI	126	851	977	645	200	132	
KULLU	-	176	176	176	-	-	
L&S	-	81	81	66	13	02	
KGR	54	1821	1875	1780	30	65	
CBA	04	265	269	80	168	21	
UNA	53	644	697	641	-	56	
<b>Total</b>	<b>633</b>	<b>6669</b>	<b>7302</b>	<b>5788</b>	<b>917</b>	<b>597</b>	



**NOC for Pump, Gas agency, Hotel and Bar etc. (Time limit for service: 15 days)**

Name of Distt.	No. of application pending at the end of previous quarter.	No. of application received during the quarter.	Total No. of applications.	No. of application disposed off within stipulated period during the quarter.	No. of application disposed off after stipulated period	No. of application pending for disposal during the quarter.	Reason for pendency.
SML	-	34	34	34	-	-	
SLN	-	02	02	02	-	-	
SMR	-	10	10	10	-	-	
KNR	-	-	-	-	-	-	
BADDI	01	03	04	03	-	01	
BPR	-	02	02	02	-	-	
HMR	-	02	02	02	-	-	
MDI	-	01	01	01	-	-	
KULLU	-	01	01	01	-	-	
L&S	-	-	-	-	-	-	
KGR	-	02	02	02	-	-	
CBA	-	-	-	-	-	-	
UNA	-	05	05	05	-	-	
<b>Total</b>	<b>01</b>	<b>62</b>	<b>63</b>	<b>62</b>	<b>-</b>	<b>01</b>	

**Arms License: (Time limit for service: 15 days after the personal appearance)**

Name of Distt.	No. of application pending at the end of previous quarter.	No. of application received during the quarter.	Total No. of applications.	No. of application disposed off within stipulated period during the quarter.	No. of application disposed off after stipulated period	No. of application pending for disposal during the quarter.	Reason for pendency.
SML	36	108	144	70	05	69	Pending due to received end of the month
SLN	23	17	40	28	-	12	
SMR	16	50	66	51	-	15	
KNR	-	06	06	05	-	01	
BADDI	10	05	15	-	-	15	
BPR	07	22	29	29	-	-	
HMR	31	114	145	119	-	26	
MDI	42	58	100	58	-	42	
KULLU	-	73	73	72	-	01	
L&S	-	-	-	-	-	-	
KGR	-	309	309	157	-	152	
CBA	50	312	362	253	50	59	
UNA	14	237	251	239	-	12	
<b>Total</b>	<b>229</b>	<b>1311</b>	<b>1540</b>	<b>1081</b>	<b>55</b>	<b>404</b>	

**Transfer of Arms License: (Time limit for service: 15 days after the personal appearance)**

Name of Distt.	No. of application pending at the end of previous quarter.	No. of application received during the quarter.	Total No. of applications.	No. of application disposed off within stipulated period during the quarter.	No. of application disposed off after stipulated period	No. of application pending for disposal during the quarter.	Reason for pendency.
SML	13	25	38	25	07	06	Pending due to received end of the month
SLN	-	18	18	17	-	01	
SMR	06	09	15	12	-	03	
KNR	-	02	02	02	-	-	
BADDI	15	06	21	-	-	21	
BPR	-	02	02	02	-	-	
HMR	02	20	22	17	-	05	
MDI	22	29	51	35	-	16	
KULLU	-	-	-	-	-	-	
L&S	-	-	-	-	-	-	
KGR	-	53	53	27	-	26	
CBA	12	27	39	20	12	07	
UNA	-	01	01	01	-	-	
<b>Total</b>	<b>70</b>	<b>192</b>	<b>262</b>	<b>158</b>	<b>19</b>	<b>85</b>	

**Missing Reports: (Time limit for service: Immediately after receipt of the written complaints)**

Name of Distt.	No. of missing reports of persons un-traced at the end of previous quarter.	Total No. of missing reports of persons lodged during the quarter.	No. of missing persons traced out during the quarter.	No. of missing reports un-traced at the end of quarter.	Reason for pendency.
SML	13	78	45	33	Efforts are Continue to trace out the missing person.
SLN	11	47	40	18	
SMR	18	36	32	22	
KNR	45	03	45	-	
BADDI	32	29	12	49	
BPR	83	37	38	82	
HMR	10	36	22	24	
MDI	191	94	71	214	
KULLU	01	40	23	17	
L&S	11	03	-	14	
KGR	213	96	63	246	
CBA	-	37	24	13	
UNA	10	38	18	30	
<b>Total</b>	<b>638</b>	<b>574</b>	<b>433</b>	<b>762</b>	



**Police assistance through SMS No. 9459100100: (Time limit for Service: Action within 24 hours)**

Name of Distt.	Total No. of SMS pending at the end of previous quarter.	No. of SMS received during the quarter.	Total No. of SMS.	No. of SMS disposed off within stipulated period during the quarter.	No. of SMS disposed off after stipulated period.	No. of SMS pending for disposal during the quarter.	Reason for pendency.
SML	13	142	155	137	11	07	Pending due to complaints not attended the enduiry.
SLN	-	47	47	47	-	-	
SMR	-	28	28	28	-	-	
KNR	-	04	04	04	-	-	
BADDI	03	26	29	19	-	10	
BPR	-	27	27	27	-	-	
HMR	03	44	47	22	20	05	
MDI	06	71	77	57	14	06	
KULLU	-	29	29	29	-	-	
L&S	-	-	-	-	-	-	
KGR	-	104	104	92	-	12	
CBA	02	15	17	15	02	-	
UNA	-	25	25	25	-	-	
<b>Total</b>	<b>27</b>	<b>562</b>	<b>589</b>	<b>502</b>	<b>47</b>	<b>40</b>	

**Action on online complaints: (Time limit for Service: 24 hours subject to Internet connectivity)**

Name of Distt.	No. of complaints pending at the end of previous quarter.	No. of complaints received during the quarter.	Total No. of complaints.	No. of complaints disposed off within stipulated period during the quarter.	No. of complaints disposed off after stipulated period.	No. of complaints pending for disposal at the end of quarter.	Reason for pendency.
SML	09	113	122	115	04	03	On process (Pending due to received end of the quarter.)
SLN	-	35	35	35	-	-	
SMR	03	18	21	15	06	-	
KNR	-	02	02	02	-	-	
BADDI	-	-	-	-	-	-	
BPR	-	58	58	58	-	-	
HMR	01	15	16	11	04	01	
MDI	04	56	60	43	09	08	
KULLU	-	16	16	13	-	03	
L&S	-	-	-	-	-	-	
KGR	-	-	-	-	-	-	
CBA	-	11	11	11	-	-	
UNA	-	16	16	16	-	-	
R&T	-	02	02	02	-	-	
<b>Total</b>	<b>17</b>	<b>342</b>	<b>359</b>	<b>321</b>	<b>23</b>	<b>15</b>	

**Online Compounding of Traffic Offences: (Time limit for Service: Immediately)**

<b>Name of Distt.</b>	<b>Total No. of Traffic Challan during the quarter.</b>	<b>Total No. of Traffic challan Compounded Online during the quarter.</b>	<b>Total fine realized during the quarter.</b>	<b>Reason for pendency.</b>
Shimla	34427	-	10156450	-
Solan	11508	-	-	-
Sirmour	-	-	-	-
Kinnaur	5077	-	-	-
Baddi	-	-	-	-
BPR	13986	01	5831050	-
HMR	-	-	-	-
MDI	27072	-	6151450	-
Kullu	-	-	-	-
L&S	1665	-	390100	-
KGR	-	-	-	-
CBA	-	-	-	-
Una	15847	-	3562500	-
R&T	-	-	-	-
<b>Total</b>	<b>109582</b>	<b>1</b>	<b>26091550</b>	<b>-</b>

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Abstract of form III, IV, V under Public Services Guarantee Act, 2011 for Quarterly online monitoring and evaluation of implementation of PSG Act, 2011.

Name of Department: H.P. Police

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Name of Deptt./ Office	Name of Designated Nodal Officer/ HOD/ Secy.	List of Services provided notified	Time frame for providing services as notified	Applications received online by hand	Disposed off	Pending (due to pending received end of the month)	Application accepted/ rejected	Name and address of the Appellant Area/ gender	Date of filing of first Appeal. Ground for appeal of 1 <sup>st</sup> appeal	Total No. of applications disposed 1 <sup>st</sup> appellant authority	Name of the designated officer alongwith the name of the officer against whose decision appeal is filled deptt.	Date of filling Second appeal / ground of appeal of 2 <sup>nd</sup> appeal	Name of first appellate authority	Particulars of disposal of Second appeal (a) Rejected (b) Accepted 1. Penalty 2. Deptt. Proceeding 3. Payment of Compensation	Display the services notified or not.	Remarks If any * (Please forwarded)
HP Police	Sh. Khushal Sharma, HPPS, SP (L&O)	1. Copy of FIR	Immediate	5981	5649	29	Accepted	-	-	-	-	-	-	-	Yes	All services mentioned in column No.3 and provided to the applicant at free of cost.
		2. Passport Verification (Regular)	15 days	1594	14793	1148										
		3. Passport Verification (Tatkaal)	7 days	429	429											
		4. Verification of Character and antecedents.	15 days	7302	6705	597										
		5. NOC for Pumps, Gas agency, Hotel and Bar etc.	15 days	63	62	01										
		6. Arms License.	15 days	1540	1136	404										
		7. Transfer of Arms License.	15 days	262	177	85										
		8. Missing report.	Immediate	1212	433	762										
		9. Police assistance through SMS.	24 hours	589	549	40										
		10. Online complaints.	24 hours	359	344	15										
		11. Online compounding of Traffic Offences.	Immediate	109582	Challans	26091550										

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**List of Nodal Officers nomination for implementation of Public Services Guarantee Act, 2011 in the District Headquarters level:-**

Sr. No.	Name of Distt.	Name & Designation of Nodal Officer	Telephone Number
1.	Shimla	Sh. Parmod Shukla, Dy.SP (H)	70184-02520 E-mail ID: rdrdsph-shi-hp
2.	Solan	Sh. Shiv Kumar, SP, Solan	01792-223836 Mob. No. 94181-75222
3.	Sirmour	Smt. Babita Rana, Dy. SP (HQ)	01702-222223 Mob. No. 94181-00311
4.	Baddi	Sh. Naresh Kumar HPS, Addl. SP (HQ)	01795-244342 Mob. No. 94180-09719
5.	Kinnaur	Sh. Vikrum Singh, District Inspr. of Police	01786-222294 Mob. No. 94182-69446 98051-34061
6.	Bilaspur	Sh. Bhag Mal, HPS, Addl. SP	01978-224500 E-mail ID: asp-bil-hp@ nic.in
7.	Hamirpur	Sh. Balbir Singh Thakur, HPS, Addl. SP	01972-224958 Mob. No. 9418067397
8.	Mandi	Sh. Bhupender Singh Kanwar, HPS, Addl.SP	01905-224164 Mob.NO. 94180-10870 E-mail ID: asp-man-hp@ nic.in
9.	Kullu	Sh. Nischint Singh Negi, HPS, Addl.SP	01902-225589 Mob. No. 9418027711 E.mail ID: asp-kul-hp
10.	L&S	Sh. Harish Kumar Sharma, HPS, Dy. SP (HQ) Keylong  Sh. Mukesh Kumar, DSP/SDPO Kaza	1900-222005 Mob. No. 94180-15891  1906-222214
11.	Kangra	Sh. Dinesh Kumar, HPS, Addl. SP(HQ)	01892-222150 Mob. No. 94180-57747
12.	Chamba	Sh. Jatinder Kumar, Dy. SP (HQ)	94180-80483 01899-222380 e-mail ID: dpcr-ch-hp @ nic.in
13.	Una	Sh. Vinod Kumar, HPS, Addl. SP	01975-70189, 01975-95901 Mob. No. 94180-17977